

---

Adjusted Community Rate (ACR)  
and  
Plan Benefit Package (PBP) 2001  
Technical Instructions  
Version 1.0

---

*How to download and install the ACR and PBP 2001 software for Contract Year 2001*

---

## **Part 1 -- Important Information to Know Before Starting**

---

### ***ACR/PBP 2001 Software and the Health Plan Management System (HPMS) Environment***

---

The HPMS Web site will provide the primary means by which the Health Care Financing Administration (HCFA) and the Medicare+Choice Organizations (MCOs) exchange software tools, software upgrades, information, and data collection results for a variety of Medicare managed care operations. The ACR and PBP 2001 data entry software for Contract Year 2001 will be available on HPMS via MDCN.

The instructions that follow are a guide for downloading, installing, and uploading the ACR and PBP 2001 modules. These instructions are also available on-line from the **HPMS ACR/PBP 2001 Start Page** as a hypertext link under the **Documentation** section.

### ***PBP 2001 and ACR Completion Instructions***

---

The PBP 2001 and ACR software tools are intended to be used by MCOs and any other demonstration projects for which the Balanced Budget Act (BBA) of 1997 statutory provisions and related regulations are applicable. Some aspects of the ACRP, however, do not apply to Section 1876 cost contractors. For example, Section 1876 cost contractors must submit a PBP 2001 by July 3, 2000 so that information on the benefits they offer may be included in HCFA's publication of plan benefit information. However, Section 1876 cost contractors are not traditionally required to submit an ACR. As such, the specific edit validation rules associated with each plan type may differ.

Eighteen different Medicare+Choice plan types are available for selection on the PBP 2001, depending on the type of organization specified in PICS. Each plan type is documented in table 1 below along with the following edit validation rules:

- C What are the plan types associated with each organization (contract) type?
- C Is the plan type required to submit a PBP 2001?
- C Is the plan type required to submit an ACR?

- C Is the data submitted for this plan type required to go through the ACR desk review process?
- C Is the data submitted for this plan type used by Medicare Compare Chart (MCC)?

**Table 1, Edit Validation Rules by Plan Type**

ORGANIZATION (CONTRACT) TYPE *	PLAN TYPE	REQUIRES PBP	REQUIRES ACR	WRITE-OFF TO DESK REVIEW	MCC
CCP	01 = HMO	Yes	Yes	Yes	Yes
	02 = HMOPOS	Yes	Yes	Yes	Yes
	03 = CCOTH	N/A	N/A	N/A	N/A
	04 = PPO	Yes	Yes	Yes	Yes
	05 = PSO (State License)	Yes	Yes	Yes	Yes
	06 = PSO (Federal Waiver of State License)	Yes	Yes	Yes	Yes
MSA	07 = MSA	N/A	N/A	N/A	N/A
RFB	08 = RFB	N/A	N/A	N/A	N/A
PFFS	09 = PFFS	Yes	Yes	Yes	Yes
Demo	10 = SHMO	Yes	Yes	Yes	Yes
	11 = TriCare	Yes	No	No	Yes
	12 = PACE	N/A	N/A	N/A	N/A
	13 = CHOICES	Yes	Yes	Yes	Yes
	14 = Evercare	Yes	Yes	Yes	Yes
	15 = Competitive Pricing	N/A	N/A	N/A	N/A
	16 = OSP	Yes	Yes	No	No
	17 = Other	N/A	N/A	N/A	N/A
1876 Cost	18 = 1876 Cost	Yes	No	No	Yes

\* from PICs

**Note: Plan types that do not require a PBP and ACR (i.e., CCOTH, MSA, RFB, PACE, Competitive Pricing, and Other) will not be accepted by HPMS for CY2001.**

All plan types required to submit both a PBP 2001 and an ACR will follow the instructions provided in [Part 3: Download Instructions](#) to build plans and download the software tools.

For the plan types required to submit a PBP 2001 but not an ACR (i.e., 1876 Cost Plans and Tricare Demo Plans), MCO users will define and build plans and download the PBP 2001 and ACR software tools in the same way as all other plan types required to submit both a PBP 2001 and an ACR. They will also follow the same set of upload instructions. 1876 Cost Plan and Tricare Demo Plans **WILL** be required to submit a token, or validating, ACR in order to upload their PBP 2001 data to HCFA. However, they will NOT be required to complete any data fields on the ACR.

The plan types not required to submit either a PBP 2001 or an ACR (i.e., Coordinated Care Plan -Other, MSA, RFB, PACE Demo, Competitive Pricing Demo, and Other Demo) will be rejected at upload. HPMS will use the PBP 2001 plan type to check the upload validation edits. If a user has selected one of these plan types in one or more of their PBP 2001 plans, these PBP 2001 plans will be rejected when the user tries to upload them to HPMS.

---

### ***Data Entry Instructions Not Included in this Guide***

---

Please note that this guide **does not include** the data entry instructions for the PBP 2001 software and ACR spreadsheets. Rather, data entry instructions for both software packages will be provided separately within each software module and via the HPMS Web site. You can access the data entry instructions for both software packages as follows:

#### **PBP 2001 Software**

The PBP 2001 system information and data entry instructions will be available as on-line help within the PBP 2001 software. Specifically, the on-line help will be an option on the main menu bar within the PBP 2001 software. The PBP 2001 on-line help includes general system reference information as well as individual service category descriptions, benefit descriptions, and variable data entry instructions. The PBP 2001 System Reference Manual will also be available as an Adobe PDF file on the **HPMS ACR/PBP 2001 Start Page** as a hypertext link under the **Documentation** section. You will need Adobe Acrobat Reader 4.0 to view the PDF file. The Adobe Acrobat Reader 4.0 is available for free on the Internet at **[www.adobe.com](http://www.adobe.com)**.

#### **ACR Spreadsheets**

The ACR data entry instructions will also be available as an Adobe PDF file on the **HPMS ACR/PBP 2001 Start Page** as a hypertext link under the **Documentation** section. You will need Adobe Acrobat Reader 4.0 to view the PDF file. The Adobe Acrobat Reader 4.0 is available for free on the Internet at **[www.adobe.com](http://www.adobe.com)**.

---

## ***Important ACR and PBP 2001 Time Frames***

---

### **Download Time Frame**

Once the ACR and PBP 2001 software are made available for download and installation, we recommend that you install and familiarize yourself with the software as soon as possible. Immediate response will ensure that you have ample time to ask technical questions and complete data entry prior to the July 3, 2000 data upload deadline.

### **Data Entry Time Frame**

Once you have completed the download and installation of the ACR/PBP 2001 software, it is highly recommended that you complete data entry and submit (upload) your data **no later than June 15, 2000**. This will ensure that you have adequate time to correct and re-submit any errors discovered during the initial HPMS technical validation of your M+C Plan data.

### **Upload Time Frame**

The functionality necessary for you to upload the results of the data collected during the Contract Year 2001 ACRP using the PBP 2001 and ACR software tools will be available through HPMS **effective June 1, 2000**. MCOs will have from June 1 through July 3, 2000 to submit the data for all M+C plans within their organization(s). **While HPMS will continue to accept data upload requests after July 3, 2000, HCFA reserves the right to consider initial ACRP materials for Contract Year 2001 received after this date as late submissions.** HCFA encourages MCOs to submit ACRPs as soon as possible prior to July 3, 2000 to assist us in completing our desk review and finalizing beneficiary publication materials.

---

## ***System Requirements***

---

To operate the ACR and PBP 2001 software with optimum performance, the following hardware/software are strongly recommended:

- C Pentium PC 200MHz or higher
- C Minimum monitor resolution of 800 x 600 pixels
- C Microsoft WindowsJ 95, 98, or NT
- C Microsoft or Microsoft-compatible mouse or pointing device
- C Hard disk with a minimum of 40 megabytes of available space **PLUS** one megabyte for each ACR
- C Minimum of 32 megabytes of RAM
- C Web browser (Microsoft Internet Explorer 5.x) with Secure Socket Layer (SSL) and cookies enabled

If the recommended hardware/software listed above are not available, the minimum system requirements provided below will support the software:

- C Pentium PC 100MHz or higher
- C Monitor resolution of 800 x 600 pixels
- C Microsoft Windows J 95, 98, or NT
- C Microsoft or Microsoft-compatible mouse or pointing device
- C Hard disk with a minimum of 40 megabytes of available space **PLUS** one megabyte for each ACR
- C 32 megabytes of RAM
- C Adobe Acrobat Reader 4.0
- C MDCN Access
- C Web browser (Microsoft Internet Explorer 4.x) with Secure Socket Layer (SSL) and cookies enabled

**Note:** The default desktop font “Display” setting is “Small Fonts”. If a user's desktop “Display” setting for fonts is set to “Large Fonts”, then the PBP software will not display properly.

---

### ***Microsoft Office Versions of the ACR Supported by HPMS***

---

For the Contract Year 2001 ACRP, HPMS will only support ACR spreadsheets in Excel Microsoft Office 97 format.

## **Part 2 -- HPMS User Information**

---

---

### ***HCFA Information Tracking System (HITS) User IDs Required for Download***

---

You must have an approved HITS User ID in order to access HPMS via MDCN. The HITS User ID is necessary to authenticate user access rights and to apply the appropriate security when software tools are downloaded and data collection results are uploaded.

If you have questions about the process for obtaining a HITS User ID, please contact Don Freeburger at 410-786-4586 (DFreeburger@hcfa.gov).

---

***ACR/PBP 2001 Plan Considerations -- How to designate A/B and B-Only Plans in HPMS?***

---

**PBP 2001 Plan Considerations**

The PBP 2001 was designed to require that an MCO document the benefits associated with an A/B Plan and a B-Only Plan as two separate and distinct PBP 2001 plans. If a plan is designated as a B Only plan, then B Only screens are enabled for Inpatient Hospital and SNF benefits. An MCO may choose to include benefits equivalent to Medicare services covered under Part A (e.g., inpatient hospital services, skilled nursing services) as an additional, mandatory supplemental, or optional supplemental benefit.

**ACR Plan Considerations**

The ACR was designed to require that an MCO document the benefits associated with an A/B Plan and a B-Only Plan as two separate and distinct ACR plans.

A limit exists on certain benefits offered to Part B-Only Medicare enrollees. An MCO may choose to include benefits equivalent to Medicare services covered under Part A (e.g., inpatient hospital services, skilled nursing services) as an additional, mandatory supplemental, or optional supplemental benefit. The maximum amount that can be charged for these equivalent Part A services is the lesser of 1) the ACR value of the benefit; 2) the APR plus the actuarial value of the Medicare Part A deductible and coinsurance plus the ACR value of the Medicare Part A COBs; or 3) the amount Medicare would charge for Part A services to individuals that otherwise do not qualify for Part A coverage. MCOs need to carefully consider their financial assumptions as part of the process of defining the ACR component of their plans for Contract Year 2001

---

***Plan IDs -- How are they assigned to the ACR and PBP 2001?***

---

**PBP 2001 Plan IDs**

For the CY 2001 ACRP, CY 2000 plan information (Plan IDs and county allocations) will be seeded in HPMS and made available to the MCOs to access through the Edit Plan-Specific Information function. The HPMS will contain (i.e., be seeded with) the CY 2000 Plan ID (where appropriate based on whether the CY 2000 Plan ID included an A/B plan, a B-Only plan, or both) and service area information. This “seeding” will provide the MCOs with a starting point to change their CY 2000 service area allocations to define what they want to offer in CY 2001. This updated plan information will then be populated to the PBP as part of the Edit Plan-Specific Information and Download Plan-Specific Information functions of HPMS. When the MCO user downloads their Plan-Specific Information, the PBP will contain the contract/plan information as it stands when the user decided to download.

HCFA has decided to seed HPMS with CY 2000 plan information (Plan ID and county allocations) that can be used as a starting point for the user to build their CY 2001 plan base. Seeding will be done at the database level for the universe of affected H Number/Plan ID combinations. Plan IDs will NOT be renumbered for CY 2001, except for those instances where a single CY 2000 Plan ID contained both an A/B and a B-Only plan. In this situation, the B-Only plan will be renumbered using the next available three-digit number and adding this number to the bottom of the general (combined A/B B-Only) plan list. This means that if the original combined CY 2000 A/B B-Only Plan IDs were #001, #007, and #008 for an H Number, then the A/B Plans for CY 2001 would be seeded as #001, #007, and #008. The B-Only Plans for CY 2001 would be seeded as #009, #010, and #011. After initial seeding for CY 2001, all new plans (whether they are A/B or B-Only Plans) that are added for any reason, will be added sequentially to the bottom of the consolidated A/B B-Only Plan ID list.

MCO users will only be able to change the seeding for CY 2001 by making adjustments to the seeded information through the Edit Plan-Specific Information function of HPMS. This function will allow the user to adjust counties associated with a seeded plan or to delete a seeded plan. It will also allow the user to add new CY 2001 plans that were not part of the seeded CY 2000 plan base.

### **ACR Plan IDs**

The ACR 2001 will NOT be seeded with any plan/service area information for CY 2001. ACR users will enter all plan/service area information into the ACR locally. ACR users will be required to coordinate the plan/service area information entered into the ACR with the plan/service area data created within the PBP as part of the HPMS Edit Plan-Specific Information process. The auditors will ensure consistency between these data in the ACR and PBP during the desk review process.

In addition, it is critical that the Plan IDs and associated benefit data designated in the PBP 2001 software *correspond directly* with the Plan IDs and associated financial data entered in the ACR. The MCO will use the APV program to validate this data correlation.

---

### ***Plan IDs -- How will they be used by HCFA?***

---

Plan IDs are for both internal HCFA purposes and external display purposes. Plan IDs are necessary because they establish a logical naming and storage convention for the HPMS database repository. In addition, the unique Plan IDs will be used for HPMS reports that are generated for internal HCFA staff conducting analysis and review of MCO marketing materials. Plan IDs will also be used to differentiate plans within a MCO when displaying the Medicare Compare data on the Internet.

---

## ***HPMS Service Area Designation***

---

Prior to downloading the ACR and PBP 2001 software, a service area must be designated for each M+C plan that will be offered under a given MCO and contract (or H Number). The master M+C Organization list of counties available for individual M+C Plan-level service area designation is based on the approved contract-level service area for your H Number maintained in PICS, as well as any pending service area expansion counties. All counties in your approved contracted service area must be assigned to at least one M+C Plan.

As an HPMS-registered MCO user with an approved HITS User ID, you will access the PBP 2001 download interface, designate the number of plans the MCO is proposing for Contract Year 2001 and designate the state and counties (or partial counties) for those plans (this will then constitute the service area for the plan). After downloading this plan-specific information, the PBP 2001 software will then contain the service area information for each plan consistent with what was identified in HPMS using the Edit Plan-Specific Information function.

---

## **Part 3 -- Download Instructions**

---

---

### ***Getting Started***

---

There are four main components to the PBP download function detailed in these instructions. You are required to complete each component in order to successfully download the ACR/PBP 2001 software. These components include (1) a download/install of the PBP data entry software; (2) an edit of plan service area information; (3) an edit of general plan information; and (4) a download of the edited plan-specific information to the PBP software. At the beginning of each section in these instructions, you will find a description of each component and its significance to the overall PBP download function.

To begin the ACR/PBP 2001 download process, perform the following steps to enter the ACR/PBP 2001 Start Page:

- Step 1 --       Connect and logon to **MDCN**.
  
- Step 2 --       Open Internet Explorer and go to **http://32.82.208.82**.
  
- Step 3 --       Select **Enter HPMS**.
  
- Step 4 --       Next, from the **Available Links** menu in the lefthand column of the **HPMS Home Page**, click on **ACRP** under the Projects/Modules section.



Step 5 -- Next, from the **Available Links** menu in the lefthand column of the **Select a Contract Year** page, click on **ACR/PBP 2001**. You will now be on the **ACR/PBP 2001 Start Page**.

---

### ***Downloading the PBP Data Entry Software***

---

This component provides the steps necessary for downloading and installing the actual PBP software and ACR spreadsheets. We recommend that you close all Windows applications before you begin this process. Please note that you will have to complete three more components of the entire ACRP download before you begin your PBP and ACR data entry. The software download and installation steps are as follows:

#### **Download Steps:**

**Note:** It is strongly recommended that each MCO download the PBP software **only once per organization**. If more than one Super User is desired per organization then it is recommended that the SETUPBPB.EXE be shared locally within an organization rather than downloading this file multiple times from HPMS. Depending upon the modem used, downloading the SETUPBPB.EXE file multiple times per organization may result in a long wait time to complete each download.

Step 1 -- From the **ACR/PBP 2001 Start Page**, select **Download PBP Data Entry Software** from the **Available Links** menu in the lefthand column. You will now be on the **PBP Data Entry Software Installation** page. It is recommended that you read the instructions on this page before continuing with the download.

Step 2 -- Next, click on the **Download** button to begin downloading the PBP data entry software.

Step 3 -- The name of the ACR/PBP 2001 setup module that you will be saving is called **SETUPBPB.EXE**. Do not change the default file name **SETUPBPB.EXE** specified by the system. When prompted, select a temporary directory (e.g., D:\temp\)) in which to save the **SETUPBPB.EXE** file. In the **Save as** dialog box, designate the temporary directory and click **OK**.

**Note:** The download file is quite large and may require a significant amount of time to download. For a 56K modem, the download should be completed in about one hour. To minimize any inconvenience, it is recommended that the download be started during “off-peak” office hours. If this is not possible, while the download is being performed, you can still use your computer for other activities. However, some users may experience a small degradation in their PC's performance. In addition, you may want to write this directory and file name down as a reminder before proceeding to the next step.

Step 4 -- Once the PBP Data Entry Software download is complete, click on the **Back** button to return to the ACR/PBP 2001 download steps. Select **Step 2: Installation Instructions** and review the instructions before proceeding. The installation steps are also described below.

### **Install Steps:**

**Note:** For PCs with the Windows NT operating system, a user with Administrator group membership should perform this installation.

Step 5 -- Using Windows Explorer, navigate to your temporary directory and locate the **SETUPPBP.EXE** file.

Step 6 -- Double-click on the **SETUPPBP.EXE** file. There may be a brief delay between the time when the file is double-clicked and the install program begins.

Step 7 -- The first window is the "**Welcome to InstallShield Wizard for PBP 2001**" window and it may recommend that all other Windows programs be closed before continuing. If so, close all other Windows programs and then click on the "**Next**" button.

Step 8 -- The second window is the "**PBP 2001 Disclaimer**" window. Read the disclaimer and click on the "**Yes**" button to acknowledge and continue the installation.

Step 9 -- The third window is the "**Choose Destination Location**" window. Near the bottom of the window, a default value is provided for the "**Destination Folder**". The "**Destination Folder**" is the location at which the PBP 2001 software will be installed. The recommended action is to accept this default location. Write down this location for future reference. To accept the default location, click on the "**Next**" button.

Step 10 -- The fourth window is the "**Setup Type**" window. The default setup type is "**Typical**". This is the recommended setup type. Click on the "**Next**" button to continue.

- Step 11 -- The fifth window is the **"Select Program Folder"** window. This is the location at which the PBP 2001 software will be accessed from the **Start** button on your Windows desktop. The default program folder is **"PBP 2001"**. This is the recommended program folder. Click on the **"Next"** button to continue.
- Step 12 -- The install program should now begin installing the PBP 2001 software. Please wait until installation is completed. If prompted to overwrite any existing files, click **"Yes"** to overwrite.
- Step 13 -- When installation is completed, the **"InstallShield Wizard Complete"** window will be displayed. If the computer needs to be restarted, notification will be given accordingly. If restart is required, the user may either restart immediately or restart later. The recommended action is to use the default and restart immediately. Click on the **"Finish"** button to exit the install program and restart your computer.

When Windows restarts, there will be a delay during which your computer may appear to be "frozen". This is normal. Do nothing and wait until Windows has completed the startup. If Windows requires a login, this delay may occur after logging in to Windows.

**Note:** Before attempting to use the PBP software, continue to the next section to edit your plan service area information. In addition, if you closed all Windows programs in Step 9 above, you will have to complete the "Getting Started" Steps 1-5 in order to begin the next section.

---

### ***Edit Plan Service Area***

---

The **Edit Plan Service Area** download component requires that the MCO user edit the current plan service area information that HPMS has stored from the previous contract year (e.g., plan service areas defined in CY 2000). If this component is not completed by the MCO, the user will not be able to complete the final download component.

- Step 1 -- From the center of the **ACR/PBP 2001 Start Page**, select **Step 3: Edit Plan-Specific Information**. You will now be on the **Select an H Number - Edit Plan/Service Area** page.
- Step 2 -- From the list provided, highlight an H Number assigned to your HITS ID for the M+C Plans that you wish to designate.

**Note:** If an H Number for which you are responsible does not appear on your assigned H Number list, please contact Don Freeburger at 410-786-4586 or DFreeburger@hcfa.gov.

Step 3 -- Select **Go** at the bottom of the page, to go to the **Create/Pick a Plan** page.

**Note:** The **Create/Pick a Plan** page contains a list of all plans that were assigned for your H number and submitted for Contract Year 2000. For each plan, the user who is the current owner for that plan is shown in parentheses.

Step 4 -- To change the owner of a plan for Contract Year 2001, select the **Edit/View an Existing Plan's Service Area** option in the **Select an Action** list box and press **Go**. You will now be on the **Accept Plan Ownership** page. This page displays the current owner of the plan, the H Number, the plan number, and the plan service area. On the **Accept Plan Ownership** page, you will be asked if you want to reassign the plan to your User ID. Once the plan has been reassigned to you, you become the owner of the plan and other users will only be able to view the service area information for the plan.

**Note:** The reassignment of a plan from one user to another only occurs the first time the user elects to access the **Edit/View an Existing Plan's Service Area** option. In addition, the reassignment of a plan from one user to another may be done only once for each plan.

Step 5 -- Once the plan has been reassigned to you, you will be asked to **Define the Service Area** for that plan. The **Define the Service Area** page contains the list of counties currently allocated to that plan. To change the service area for that plan, you may keep, add or remove counties based on the service area available for that H number in the box on the left side of the page.

**Note:** You may **add** counties to the Plan Service Areas column as follows:

- (1) Highlight one county at a time and click on **Add** after each county is selected.
- (2) Highlight multiple counties at one time by holding the control <Ctrl> key down while simultaneously highlighting (selecting) the counties in the list that apply. After all appropriate counties are highlighted, release the <Ctrl> key and click on **Add**.
- (3) Click on the **Add All** button to add all the counties available for that H number.

Likewise, you may **remove** counties from the Plan Service Areas column as follows:

- (1) Highlight one county at a time and click on **Remove** after each county is selected.
- (2) Highlight multiple counties at one time by holding the control <Ctrl> key down while simultaneously highlighting (selecting) the counties in the list that apply. After all appropriate counties are highlighted, release the <Ctrl> key and click on **Remove**.
- (3) Click on the **Remove All** button to remove all the counties available for that H number.

**Note:** Partial counties are denoted with an asterisk and pending service area expansions are denoted by "[pending]".

Step 6 -- Select a Plan Type from the available list. The list of plan types that is displayed is based on the plan types associated with your organization (contract or H number) type as designated in PICs.

Step 7 – Enter a plan name and plan geographic name for this M+C plan.

**Note:** The **M+C Plan Geographic Name** should describe the service area for each particular plan. The **M+C Plan Geographic Name** will be used in HCFA publications and products to describe where you offer your Medicare health plans. You have a maximum of 50 characters for each geographic name. Please use the preferred descriptions and examples for your plans' geographic names. Since we cannot always list every county covered by each plan in the *Medicare & You 2001 Handbook*, we will use the plan geographic name to guide beneficiaries to plans available in their area. The geographic names used by MCOs varied greatly last year. In an attempt to make the information more meaningful and useful to beneficiaries, please follow these guidelines:

- If you can fit the county names covered by your plan in the space allotted (50 characters), please enter them followed by "counties."

Example: "Anne Arundel, Baltimore and Howard counties."

- If you cannot fit the entire county names, please use the following preferences in order:

- Enter "Counties:" followed by the county abbreviations.

Example: "Counties: AA, BC, HO".

- Enter a general area description followed by "area."

Example: "Baltimore Metro area."

- Enter a general directional description followed by the state name.

Example: "Central Maryland."

- Step 8 -- Select **Go** to complete defining that plan. You will be taken back to the **Create/Pick a Plan** page.
- Step 9 -- To edit a plan's service area, change the plan type, and/or rename the plan name and plan geographic name, on the **Create/Pick a Plan** page highlight the plan and select **Edit/View an Existing Plan's Service Area** option in the **Select an Action** list box.
- Step 10 -- To add a plan, in the **Create/Pick a Plan** page, select the **Add a New Plan** option in the **Select an Action** list box and click on **Go** to go to the **Define a Service Area** page.
- Step 11 -- In the **Define the Service Area** page, highlight the counties from the H Number Service Area column that apply to this M+C Plan. Click on the **Add** button to move the counties over to the Plan Service Areas column.
- Step 12 -- To delete a plan, in the **Create/Pick a Plan** page, highlight a plan from the Select a Plan list and select the **Delete a Plan** option in the "- Select an Action -" list box and click on **Go**. You will receive a message asking you to confirm that you want to delete the highlighted plan. Click on OK to delete the plan.

**Note:** You may not delete a plan that you do not own.

**Note:** Repeat the steps above for all M+C Plans that you are designating under your assigned M+C Organization H Number. After you have completed the service area assignment for all plans in your M+C Organization, and you do not have any additional M+C Organizations for which you need to assign M+C plan service areas, then you are ready to **Edit General Organization and Plan-Specific Information**.

---

**Edit General Organization and Plan-Specific Information**

---

The **Edit General Organization and Plan-Specific Information** download component requires that the MCO user edit the current organization and plan general information that HPMS has stored from the previous contract year (e.g., M+C organization and plan geographic names defined in CY 2000) as well as complete additional required contract information at the organization and plan level. In order to complete this component, you are required to edit general information for both your organization and plan(s). If this component is not completed by the MCO, the user will not be able to complete the final download component.

To begin editing your general organization and plan-specific information, either select **Step 4: Edit General Organization and Plan-Specific Information** from the **Create/Pick a Plan** page, or from the center of the **ACR/PBP 2001 Start Page**, select **Step 4: Edit your General Organization and Plan-Specific Information**. You will now be on the **General MCO Information Start Page**.

**Edit Organization Information:**

- Step 1 – Under the **Contract Year 2001** heading, select **Organization Information** from the **Available Links** menu column. You will now be on the **Organization Information CY 2001, Select an H Number** page.
- Step 2 -- Next, highlight an H Number and select **Go**.
- Step 3 -- Next, enter the **M+C Organization Geographic Name**, the **CEO** contact, **CFO** contact information and **Primary ACR/PBP** contact.

**Note:** The **M+C Organization Geographic Name** should describe the whole service area under each H Number approved by HCFA. The **M+C Organization Geographic Name** will be used in HCFA publications and products to describe where you offer your Medicare health plans. You have a maximum of 50 characters for each geographic name. Please use the preferred descriptions and examples for your organization's geographic name. The geographic names used by MCOs varied greatly last year. In an attempt to make the information more uniform, please follow these guidelines:

- If your organization (H-number) covers an entire state, please enter "State of" followed by the state name.

Example: "State of Maryland."

- If your organization covers parts of a state, please use the following preferences:

- Enter a general area description followed by “area.”

Example: “Baltimore Metro area.”

- Enter a general directional description followed by the state name.

Example: “Central Maryland.”

Step 4 -- After completing your entries, select the **Submit** button. You will be immediately notified whether your changes were successfully received.

Step 5 -- Next, review the change notification statement and then select **Go to: General MCO Information Start Page** from the bottom of the page. You will now be returned to the General MCO Information Start Page.

**Note:** If applicable, repeat Steps 1 through 5 to update your organization information for all assigned H Numbers in your organization.

#### **Edit Plan Information:**

Step 6 -- Under the **Contract Year 2001** heading, select **Plan Information** from the **Available Links** menu column. You will now be on the **Plan Information CY 2001, Select an H Number** page.

Step 7 -- Next, highlight an H Number and select **Go**. You will now be on the **Plan Information** page for the H Number that you selected.

Step 8 -- Next, highlight a plan from the **Select a Plan** list box, select the **Edit** option and then select **Submit**.

Step 9 -- Next, enter the **Plan Geographic Name** (using the examples provided below) **and Spanish Plan Name**, if available. Once this is complete, enter the plan's **Customer Service Contact Information, Medicare Compliance Officer for ACR and PBP Contact Information, VP of Marketing** contact information, and **Consultant** contact information, if applicable. Please be sure to verify your customer service telephone. This is the number you want prospective members to call for information about your plan(s). This number will be published in the *Medicare & You 2001 Handbook* and in Medicare Compare on the Internet exactly as it is entered in this page.



**Note:** The **M+C Plan Geographic Name** should describe the service area for each particular plan. The **M+C Plan Geographic Name** will be used in HCFA publications and products to describe where you offer your Medicare health plans. You have a maximum of 50 characters for each geographic name. Please use the preferred descriptions and examples for your plans' geographic names. Since we cannot always list every county covered by each plan in the *Medicare & You 2001 Handbook*, we will use the plan geographic name to guide beneficiaries to plans available in their area. The geographic names used by MCOs varied greatly last year. In an attempt to make the information more meaningful and useful to beneficiaries, please follow these guidelines:

- If you can fit the county names covered by your plan in the space allotted (50 characters), please enter them followed by "counties."

Example: "Anne Arundel, Baltimore and Howard counties."

- If you cannot fit the entire county names, please use the following preferences in order:

- Enter "Counties:" followed by the county abbreviations.

Example: "Counties: AA, BC, HO."

- Enter a general area description followed by "area."

Example: "Baltimore Metro area."

- Enter a general directional description followed by the state name.

Example: "Central Maryland."

Step 10 -- After completing your entries, select the **Submit** button. You will be immediately notified whether your changes were successfully received.

Step 11 -- Next, review the change notification statement and then select the **Back** button from the bottom of the page. You will now be returned to the **General Plan Information** page to continue editing any other plans that are designated under your H Number.

**Note:** If necessary, you may repeat Steps 7 through 11 to complete changes for all other plans. However, there is a plan copy feature that enables you to copy the general plan information from one plan to another plan. Select the plan from the list to copy the information. You may select individual fields to copy or all fields. If you copy all fields, then all fields except the Plan Geographic Name, Plan Name, and Spanish Plan Name will be copied from the selected plan (even if the data is null). Once the data has been copied, please verify that the data are correct, make any necessary changes, and then press the **Submit** button. Once the data have been submitted, you will be allowed to return to the ACRP/PBP 2001 section of the HPMS web site and begin the final download component.

---

### ***Download Plan-Specific Information***

---

After completing the edit service area and general information components, you will need to complete your ACR/PBP 2001 download by performing the **Download Plan-Specific Information** component. This final download component populates your PBP2001 software with the edited plan/service area information that you completed in the previous component.

Step 1 -- From the **ACR/PBP 2001 Start Page**, select **Download Plan-Specific Information** from the **Available Links** menu in the lefthand column. You will now be on the **Download Plan-Specific Information** page.

Note: At the top of the **Download Plan-Specific Information** page you may see a warning stating that one or more counties in your contracted service area are not currently assigned to a M+C Plan. Prior to forwarding your ACR/PBP data for full desk review and HCFA approval, all unassigned counties must be either assigned or confirmed as a service area reduction or a problem with PICS. If you would like to view the specific counties in question, select the **View** button and, in the **View Unassigned Counties** page, you will be shown a list of the counties that have not been assigned to a plan(s).

**Note:** If you have not completed entering all of the general plan information, you will not be able to download your plan-specific information.

Step 2 -- Next, click on the **Download** button to begin downloading your plan-specific information. Before you proceed with the download, you will be shown a warning that the download may take a long time to process depending upon the number of plans that you are attempting to download. Select **OK** to continue the download.

- Step 3 -- The name of the ACR/PBP 2001 setup module that you will be saving to disk is called **UPDATPBP.ZIP**. When prompted, save the **UPDATPBP.ZIP** file; you must select the same directory where you installed your PBP data entry software in the first component above. Do not change the default file name **UPDATPBP.ZIP** specified by the system. In the **Save as** dialog box, designate the same directory and click **OK**.

**If you have completed all above components of the ACRP2001 download for your organization then you are ready to begin using the PBP data entry software. Upon entering the PBP management screen, you should verify that your plan and service area information are accurate before proceeding with data entry. If your plan and service area information is not accurate, see Part 5 of these instructions for the steps required to update your plan and service area information.**

## **Part 4 -- Multi-User Network Environment for PBP 2001**

---

The Network Configuration function provides a user with the capability to move the system databases, PBP.MDB and PBPPLANS.MDB, to a shared location on a network. This enables multiple data entry users, designated by the Super User, to enter data for a plan (e.g., the Super User can assign Plan 001 to user A to enter data for the Inpatient Hospital and SNF categories; and when user A has completed data entry, the Super User can then assign Plan 001 to user B to enter data for Outpatient Drugs).

- Step 1 -- When logging into PBP, PRIOR to entering the User ID and pressing <Enter>, click on the <NETWORK...> button. The PBP Network Configuration screen will be displayed.

The PBP Network Configuration screen describes the current configuration (Local or Network) and the current location of the system databases. When setting up a network configuration, it is required that a shared drive on a network file server be used. Do not use a shared local drive on a PC; this type of configuration is not supported.

- Step 2 -- To move the system databases, enter the Super User ID, press <Enter>, and click on the <MODIFY> button to display the Select Directory screen. Select the desired location on the network and click on the <OK> button.

The PBP system will confirm after moving each database. After clicking on the <OK> button, the PBP Network Configuration screen will display the new configuration and location of the databases.

- Step 3 -- Click on the <CLOSE> button to return to the PBP Login screen and continue logging in to PBP.

## Part 5 -- Updating/Revising M+C Plan Information

---

After successfully completing the download and installation of your ACR and PBP 2001 software, it is recommended that you check the pre-populated M+C Plan information in your PBP 2001 application to ensure that what you entered in HPMS was accurate for your MCO. If you discover that you have entered your M+C Plan(s) in error, you will have the capability to update your M+C Plans by returning to the HPMS Web Site.

There are three main components to the PBP **Update Plan Information** function detailed in these instructions. The **Update Plan Information** components include (1) an edit of plan service area information; (2) an edit of general plan information; and (3) a download of the edited/revised plan-specific information to the PBP software. You are required to complete all three components only if you add an entirely new plan for an H number; and/or update both the service area and general organization/plan-specific information for an existing plan.

However, in some instances you may be required to complete only two of the three **Update Plan Information** components. For instance, if you want to revise only a plan's service area then you need to follow the steps for editing a plan service area and then download the updated plan-specific information. In this instance you would not be required to update your general plan information before downloading the new service area information.

The components for the PBP **Update Plan Information** functionality are described below.

---

### *Getting Started*

---

To begin the PBP Update Plan Information function, perform the following steps:

- Step 1 -- In the **PBP Management Screen** of the PBP 2001 software, select the button **Update Plan Information**.
- Step 2 -- You will now be in the **PBP Plan Information Update** dialog box and see a message to connect to the **MDCN**. Select **OK** and logon to the **MDCN** before proceeding with your update.
- Step 3 -- After you have successfully connected to the **MDCN**, return to the **PBP Plan Information Update** dialog box.

- Step 4 -- Next, in the **PBP Plan Information Update** dialog box, select **Update** to perform your plan information update, or **Cancel** to cancel the update request and return to the PBP management screen.
- Step 5 -- If you select **Update**, Internet Explorer will automatically launch and go to **http://32.82.208.82**.
- Step 6 -- Next, select **Enter HPMS**. You should now be on the **Edit/Plan Service Area Select an H Number** page.

**Note:** After you have completed all HPMS update components, you must return to the **PBP Plan Information Update** dialog box to complete the PBP update of plan information.

---

#### ***Edit Plan Service Area***

---

- Step 1 -- From the list provided, highlight an H Number assigned to your HITS ID for the M+C Plans that you wish to designate.
- Step 2 -- Select **Go** at the bottom of the page, to go to the **Create/Pick a Plan** page.

**Note:** The **Create/Pick a Plan** page contains a list of all Plans that were assigned for your H Number and submitted for Contract Year 2000. For each plan, the user who is the current owner for that plan is shown in parentheses.

**Note:** If the update that you intend to perform for a plan includes only edits to the **General Organization and Plan-Specific Information** for your plan, then you may skip this component by selecting select **Step 4: Edit General Organization and Plan-Specific Information** from the **Create/Pick a Plan** page.

- Step 3 -- To change the owner of a plan for Contract Year 2001, select the **Edit/View an Existing Plan's Service Area** option in the **Select an Action** list box and select **Go**. You will now be on the **Accept Plan Ownership** page. This page displays the current owner of the plan, the H Number, the plan number, and the plan service area. On the **Accept Plan Ownership** page, you will be asked if you want to reassign the plan to your User ID. Once the plan has been reassigned to you, you become the owner of the plan and other users will only be able to view the service area information for the plan.

**Note:** The reassignment of a plan from one user to another only occurs the first time the user elects to access the Edit/View an Existing Plan's Service Area option. In addition, the reassignment of a plan from one user to another may be done only once for each plan.

Step 4 -- Once the plan has been reassigned to you, you will be asked to **Define the Service Area** for that plan. The **Define the Service Area** page contains the list of counties currently allocated to that plan. To change the service area for that plan, you may keep, add or remove counties based on the service area available for that H number in the box on the right side of the page.

**Note:** You may **add** counties to the Plan Service Areas column as follows:

- (1) Highlight one county at a time and click on **Add** after each county is selected.
- (2) Highlight multiple counties at one time by holding the control <Ctrl> key down while simultaneously highlighting (selecting) the counties in the list that apply. After all appropriate counties are highlighted, release the <Ctrl> key and click on **Add**.
- (3) Click on the **Add All** button to add all the counties available for that H number.

Likewise, you may **remove** counties from the Plan Service Areas column as follows:

- (1) Highlight one county at a time and click on **Remove** after each county is selected.
- (2) Highlight multiple counties at one time by holding the control <Ctrl> key down while simultaneously highlighting (selecting) the counties in the list that apply. After all appropriate counties are highlighted, release the <Ctrl> key and click on **Remove**.
- (3) Click on the **Remove All** button to remove all the counties available for that H number.

**Note:** Partial counties are denoted with an asterisk and pending service area expansions are denoted by "[pending]".

Step 5 -- Select a Plan Type from the available list. The list of plan types that is displayed is based on the plan types associated with your organization (contract or H number) type as designated in PICs.

Step 6 -- Enter a plan name and plan geographic name for this M+C plan.

**Note:** The **M+C Plan Geographic Name** should describe the service area for each particular plan. The **M+C Plan Geographic Name** will be used in HCFA publications and products to describe where you offer your Medicare health plans. You have a maximum of 50 characters for each geographic name. Please use the preferred descriptions and examples for your plans' geographic names. Since we cannot always list every county covered by each plan in the *Medicare & You 2001 Handbook*, we will use the plan geographic name to guide beneficiaries to plans available in their area. The geographic names used by MCOs varied greatly last year. In an attempt to make the information more meaningful and useful to beneficiaries, please follow these guidelines:

- If you can fit the county names covered by your plan in the space allotted (50 characters), please enter them followed by "counties."

Example: "Anne Arundel, Baltimore and Howard counties."

- If you cannot fit the entire county names, please use the following preferences in order:

- Enter "Counties:" followed by the county abbreviations.

Example: "Counties: AA, BC, HO."

- Enter a general area description followed by "area."

Example: "Baltimore Metro area."

- Enter a general directional description followed by the state name.

Example: "Central Maryland."

Step 7 -- Select **Go** to complete defining that plan. You will be taken back to the **Create/Pick a Plan** page.

Step 8 -- To edit the service area for a plan, or to change the plan type, on the **Create/Pick a Plan** page highlight the plan and select **Edit/View an Existing Plan's Service Area** option in the **Select an Action** list box.

Step 9 -- To add a plan, in the **Create/Pick a Plan** page, select the **Add a New Plan** option in the **Select an Action** list box and click on **Go** to go to the **Define a Service Area** page.

Step 10 -- In the **Define the Service Area** page, highlight the counties from the H Number Service Area column that apply to this M+C Plan. Click on the **Add** button to move the counties over to the Plan Service Areas column.

Step 11 -- To delete a plan, in the **Create/Pick a Plan** page, highlight a plan from the **Select a Plan** list and select the **Delete a Plan** option in the **Select an Action** list box and click on **Go**. You will receive a message asking you to confirm that you want to delete the highlighted plan. Click on OK to delete the plan.

**Note:** You may not delete a plan that you do not own.

**Note:** Repeat the steps above for all M+C Plans that you are updating under your assigned M+C Organization H Number. After you have completed the service area update for all plans in your M+C Organization, and you do not have any additional M+C Organizations for which you need to update M+C plan service areas, then proceed to the **Edit General Organization and Plan-Specific Information** component.

---

### ***Edit General Organization and Plan-Specific Information***

---

To begin editing your general organization and plan-specific information, either select **Step 4: Edit General Organization and Plan-Specific Information** from the **Create/Pick a Plan** page, or from the center of the **ACR/PBP 2001 Start Page**, select **Step 4: Edit your General Organization and Plan-Specific Information**. You will now be on the **General MCO Information Start Page**.

#### **Edit Organization Information:**

Step 1 -- Under the **Contract Year 2001** heading, select **Organization Information** from the **Available Links** menu column. You will now be on the **Organization Information CY 2001, Select an H Number** page.

Step 2 -- Next, highlight an H Number and select **Go**.

Step 3 -- Next, enter the **M+C Organization Geographic Name**, the **CEO** contact, **CFO** contact information and **Primary ACR/PBP** Contact.

**Note:** The **M+C Organization Geographic Name** should describe the whole service area under each H Number approved by HCFA. The **M+C Organization Geographic Name** will be used in HCFA publications and products to describe where you offer your Medicare health plans. You have a maximum of 50 characters for each geographic name. Please use the preferred descriptions and examples for your organization's geographic name. The geographic names used by MCOs varied greatly last year. In an attempt to make the information more uniform, please follow these guidelines:



- If your organization (H-number) covers an entire state, please enter “State of” followed by the state name.

Example: “State of Maryland.”

- If your organization covers parts of a state, please use the following preferences:

- Enter a general area description followed by “area.”

Example: “Baltimore Metro area.”

- Enter a general directional description followed by the state name.

Example: “Central Maryland.”

Step 4 -- After completing your entries, select the **Submit** button. You will be immediately notified whether your changes were successfully received.

Step 5 -- Next, review the change notification statement and then select **Go to: General MCO Information Start Page** from the bottom of the page. You will now be returned to the General MCO Information Start Page.

**Note:** If applicable, repeat Steps 1 through 5 to update your organization information for all assigned H Numbers in your organization.

### **Edit Plan Information:**

Step 6 – Under the **Contract Year 2001** heading, select **Plan Information** from the **Available Links** menu column. You will now be on the **Plan Information CY 2001, Select an H Number** page.

Step 7 -- Next, highlight an H Number and select **Go**. You will now be on the **Plan Information** page for the H Number that you selected.

Step 8 -- Next, highlight a plan from the **Select a Plan** list box, select the **Edit** option and then select **Submit**.

Step 9 -- Next, enter the **Plan Geographic Name** (using the examples provided below) **and Spanish Plan Name**, if available. Once this is complete, enter the plan's **Customer Service Contact Information, Medicare Compliance Officer for ACR and PBP Contact Information, VP of Marketing** contact information, and **Consultant** contact information, if applicable. Please be sure to **verify your customer service telephone**. This is the number you want prospective members to call for information about your plan(s). This number will be published in *the Medicare & You 2001 Handbook* and in Medicare Compare on the Internet exactly as it is entered in this page.

**Note:** The **M+C Plan Geographic Name** should describe the service area for each particular plan. The **M+C Plan Geographic Name** will be used in HCFA publications and products to describe where you offer your Medicare health plans. You have a maximum of 50 characters for each geographic name. Please use the preferred descriptions and examples for your plans' geographic names. Since we cannot always list every county covered by each plan in the *Medicare & You 2001 Handbook*, we will use the plan geographic name to guide beneficiaries to plans available in their area. The geographic names used by MCOs varied greatly last year. In an attempt to make the information more meaningful and useful to beneficiaries, please follow these guidelines:

- If you can fit the county names covered by your plan in the space allotted (50 characters), please enter them followed by "counties."

Example: "Anne Arundel, Baltimore and Howard counties."

- If you cannot fit the entire county names, please use the following preferences in order:

- Enter "Counties:" followed by the county abbreviations.

Example: "Counties: AA, BC, HO."

- Enter a general area description followed by "area."

Example: "Baltimore Metro area."

- Enter a general directional description followed by the state name.

Example: "Central Maryland."

Step 10 -- After completing your entries, select the **Submit** button. You will be immediately notified whether your changes were successfully received.

Step 11 -- Next, review the change notification statement and then select the **Back** button from the bottom of the page. You will now be returned to the **Plan Information** page to continue editing any other plans that are designated under your H Number.

**Note:** If necessary, you may repeat Steps 7 through 11 to complete changes for all other plans. However, there is a plan copy feature that enables you to copy the general plan information from one plan to another plan. Select the plan from the list to copy the information. You may select individual fields to copy or all fields. If you copy all fields, then all fields except the Plan Geographic Name, Plan Name, and Spanish Plan Name will be copied from the selected plan (even if the data is null). Once the data has been copied, please verify that the data are correct, make any necessary changes, and then press the **Submit** button. Once the data have been submitted, you will be allowed to return to the ACRP/PBP 2001 section of the HPMS web site and begin the final download component.

---

### ***Download Plan-Specific Information***

---

After completing the edit service area and general information components, you will need to complete your **Plan Information Update** by performing the **Download Plan-Specific Information** component.

Step 1 -- From the **ACR/PBP 2001 Start Page**, select **Download Plan-Specific Information** from the **Available Links** menu in the lefthand column. You will now be on the **Download Plan-Specific Information** page.

**Note:** At the top of the **Download Plan-Specific Information** page you may see a warning stating that one or more counties in your contracted service area are not currently assigned to a M+C Plan. Prior to forwarding your ACR/PBP data for full desk review and HCFA approval, all unassigned counties must be either assigned or confirmed as a service area reduction or a problem with PICS. If you would like to view the specific counties in question, select the **View** button and, in the **View Unassigned Counties** page, you will be shown a list of the counties that have not been assigned to a plan(s).

**Note:** If you have not completed entering all of the general plan information, you will not be able to download your plan-specific information.

Step 2 -- Next, click on the **download** button to begin downloading your plan-specific information. Before you proceed with the download, you will be shown a warning that the download may take a long time to process depending upon the number of plans that you are attempting to download. Select **OK** to continue the download.

Step 3 -- The name of the ACR/PBP 2001 setup module that you will be saving to disk is called **UPDATPBP.ZIP**. When prompted, save the **UPDATPBP.ZIP** file; you must select the same directory where you installed your PBP data entry software in the first component above. Do not change the default file name **UPDATPBP.ZIP** specified by the system. In the **Save as** dialog box, designate the same directory and click **OK**.

**Note:** After you have completed all HPMS update components, you must return to the **PBP Plan Information Update** dialog box to complete the final steps for the PBP plan information update. Select **Update** from the **PBP Plan Information Update** dialog box so that local PBP databases will be synchronized to match the information specified on HPMS.

## Part 6 -- Pre-Upload Instructions

---

### *ACR/PBP 2001 Pre-Upload Submission Requirements Not Included in this Guide*

---

Prior to initiating the upload of your ACR and PBP 2001 data collection results, please verify that an ACR spreadsheet exists in the specified directory for the plans (Plan IDs) within the contracts (H Numbers) that you are uploading.

Run the APV tool to validate your ACRP 2001 submission. Specific instructions for the APV tool, as well as the APV software, will be made available on the HPMS Web Site at the time this functionality becomes available to ACR/PBP 2001 users. These technical instructions will NOT be updated to include the APV instructions. Please be sure to download the APV tool and instructions from the HPMS Web Site prior to uploading your data collection results.

## **Part 7 -- Upload Instructions**

---

### ***ACR/PBP 2001 Upload Instructions Not Included in this Guide***

---

Specific upload instructions will be made available on the HPMS Web Site at the same time that this functionality becomes available to ACR/PBP 2001 users. These technical instructions will NOT be updated to include the ACR/PBP 2001 upload instructions. Please be sure to download the ACR/PBP 2001 Upload Instructions from the HPMS Web Site prior to compiling and uploading your data collection results.